



## California Environmental Protection Agency Customer Service Survey

One of Cal/EPA's objectives is to provide superior levels of customer service. Your feedback telling us what is going well and what needs improvement is essential to our success in our efforts to better serve you. Please take a moment to complete this survey. Thank you for your feedback.

—Winston H. Hickox, Agency Secretary

**Service Provider:** Department of Pesticide Regulation  
Pest Management and Licensing Branch – Licensing and Certification Program

**What was the nature of your contact with us?** (Please check only one box)

- ☐ General Information      ☐ Problem Resolution  
☐ Technical Assistance      ☐ Other: \_\_\_\_\_

STATEMENTS	Check (✓) As Appropriate			
	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff was courteous and helpful.				
Staff provided complete, accurate information to you.				
A timely response was provided.				
My overall experience was positive.				
<b>Please complete the section below if your contact with us involved permitting/licensing/registration assistance.</b>				
The regulations were understandable.				
The application instructions were understandable.				
The permit/license/registration terms and conditions were understandable.				

Please indicate the name(s) of any staff person you would like to commend: \_\_\_\_\_

Comments:

If you feel we fell short in meeting your service expectations, please describe the situation, including name of the staff person involved and the date the incident occurred.

As a result of your experience with us, what service-related improvements can you recommend?

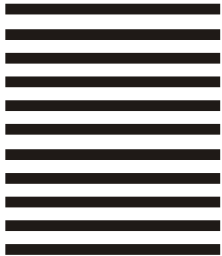
The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demands and cut your energy costs, see our Web site at [www.calepa.ca.gov](http://www.calepa.ca.gov).

OPTIONAL

Your Name: \_\_\_\_\_  
Your Title/Organization: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_



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MR. WINSTON H. HICKOX  
Agency Secretary  
California Environmental Protection Agency  
1001 I St. P.O. Box 2815  
Sacramento, CA 95812-2815

Comments: \_\_\_\_\_  
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